



CUSTOMER SERVICE REPS x 6 - CIRCULATION & SUBSCRIPTIONS
(B Band)

As part of the S189 Restructure process, the above vacancies have become available within the Circulation & Subscriptions department. The Customer Service Reps will be located in Durban & is responsible for handling all incoming and outgoing calls thus satisfying the needs of all subscribers, to ensure continuation of subscriptions hence promoting a good image of Independent Media.

Responsibilities

- Handling of all Incoming Calls & Outgoing Calls
- Deals with all customer query queues
- Performs Administrative Functions
- Responsible for the effective resolution of all Subscriptions Payments Queries
- Handling of Subscriptions Promotions

Minimum Requirements

- Must possess a matric qualification with maths or equivalent on the job experience
- Must have 3 years working experience within the subscription department having excellent knowledge & understanding of the subscription operations and procedures
- Must have 3 years Customer Service experience
- Must have 2-3 years administrative experience
- Sound knowledge of MS-Office (Excel, Word, Access, Outlook & Windows S/ware)
- Good knowledge of Subscriptions Systems (CDM, Matrix)
- Must be able to run delivery documentation on the Matrix Subs system
- Must be prepared to work on weekends – customer service is provided 7 days a week

Required Competencies

- Proactive
- People Oriented
- Good listening skills
- Good oral communication
- Team player
- Problem solver
- Excellent time management
- Excellent written communication
- Customer Service orientated
- Good presentation skills
- Ability to listen carefully and act in accordance with customer requirements

Independent Newspapers is committed to its Employment Equity and Affirmative Action plans.

All interested and suitably qualified applicants must submit a completed application form by no later than 12h00 noon on **Wednesday, 06th November 2024** to Human Resources at:
vacancieskzn@corporateservice.co.za